

Workplace Alaska

Class Specification Radio Dispatcher I

Created:
01/07/1998 by Rachel Wilson
Finalized on:

AKPAY Code: P1114
Class Outline Cat: A
Approved by:

Class Code: PD0441
Class Range: 11
Class Status: Active

Category: Technical
Original Date: 11/01/1978

Class Title: Radio Dispatcher I
Use MJR Form: Standard

Original Comments:
Original (Def, DC, Duties, KSA, MQs)

Subsequent Revision Dates/Comments:
01/07/85 - MQs clarified
04/20/2000 - Added KSA per CP
11/16/2007 - Corrected DCs, added missing paragraph.
(KMurry)
09/25/2008 - Workplace AK spec revision: Added Census
Job Code and AKPAY Code fields; Replaced Category field
with Class Outline Category; Updated EEO4, SOC, and Class
Code fields; Removed DOT field.

Last Update: **EEO4:** F **SOC:** 43-5031 **Census:** 06

Last Update Comments:

Definition:

Under general direction, transmits, receives, evaluates and relays information concerning law enforcement activities and public safety to, from, and between Department of Public Safety units, other State agencies, emergency units, law enforcement agencies, and the public by means of telephone, radio-telephone, radio, and teletype; may provide clerical support when not dispatching.

Distinguishing Characteristics:

Radio Dispatchers differ from other clerical job classes and job classes which may use radios in that radio dispatching is a significant duty, and, also, that the primary intent of these positions is to dispatch units to enforce laws or to protect the safety of the public. The duties of Radio Dispatchers vary by location; those in small detachment headquarters or posts where clerical support is limited may be involved in a variety of clerical tasks, some not directly related to dispatching.

Radio Dispatcher I and II differ from the Radio Dispatcher III in that the III level is a lead dispatcher.

The duties for Radio Dispatcher I and II are similar; the two levels are distinguished by the level of difficulty involved in performing these duties based on the following four factors: supervisory control, guidelines available, complexity of duties, and independence of action. To determine the level placement, the position should be evaluated against the factors on the evaluation guide.

Examples of Duties:

Takes complaints from public and evaluates to determine offense committed. Composes complaint assignment to be used by investigating personnel and types of appropriate forms. Must insure obtaining all pertinent and necessary information.

Determines if immediate dispatching of police personnel is necessary.

Dispatches police personnel, fire/crash units, ambulances or other emergency or rescue gear if determined to be required.

Establishes priority action between several complaints receives at the same time to determine relative severity of each complaint and action required.

Monitors radios of other police agencies, other state or federal agencies and other equipment and acts on information overheard, if necessary, by dispatching cars, calling for further information, etc.

Operates radio and telephone for posts or offices which do not have a 24-hour dispatching function.

Answers public inquiries concerning drivers licenses, accident information, stolen vehicles and department policy.

Releases impounded cars by signing over to the owner when conditions of impound have been met.

Maintains the following lists, files and logs: radio, telephone, stolen property, runaways, missing persons, complaints, pending cases, and vehicle registration.

Must at all times maintain contact and keep whereabouts known of all cars on patrol.

May operate CRT terminal.

Receives and sends teletype information. Answers inquiries concerning criminal records, drivers records and drivers license status. Must make interpretations concerning status of drivers license.

Performs other clerical tasks as time permits.

Knowledge, Skills and Abilities:

Ability to speak clearly without impediments.

Ability to type.

Ability to analyze situations accurately and take prompt, effective action.

Ability to deal successfully with the public.

Ability to work independently and sometimes alone for a complete eight (8) hour shift.

Knowledge of radio and communication procedures.

Ability to operate radio dispatch equipment.

Ability to organize priorities.

Minimum Qualifications:

Ability to type at a net speed of 30 words per minute with no more than three (3) errors per minute. Graduation from high school plus two years of work experience which includes six months of clerical experience.

Note:

(1) Work experience which involves dealing successfully with the public is desirable.

(2) The typing certification on the State of Alaska application form must be completed for these job classes.

College or business college training may be substituted for the work experience on a year-for-year basis.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Do you have a high school diploma or the equivalent?

AND

Do you have two years of work experience?

AND

Did this experience include six months of clerical experience?

AND

Are you able to type a minimum of thirty words per minute with no more than three errors?

Or Substitution:

Do you have a combination of two years of education from an accredited college (three semester or four quarter hours equal one month of experience) and/or work experience?

AND

Are you able to type a minimum of thirty words per minute with no more than three errors?